
From: Judith Weinthaler [jweinthal@wildblue.net]
Sent: Thursday, February 19, 2009 10:10 AM
To: Williams, Catrice (DTC)
Subject: Verizon Phone Service

To Secretary Williams,

I am writing in response to an article in today's paper calling for a Regional Service Quality Investigation into the quality of Verizon phone service in the 4 western counties. I strongly support this investigation.

I have been a resident of Leverett for over 20 years and for most of that time we have had difficulties with the phone system. It has become noticeably worse in the past 5 or so years. There is frequent static, humming, buzzing, cutting out to the point of not being able to carry on a conversation. This is particularly true during periods of wet weather and for up to 3-4 days after wet weather when the equipment eventually dries out.

The Leverett Selectboard has collected information from residents throughout the town and the complaints are similar. Verizon has responded to calls and made temporary repairs but this still leaves us with basically poor quality equipment.

I hope that this investigation moves forward as soon as possible. We deserve better service than we are paying for. Thank you.

Judith Weinthaler
24 Old Long Plain Road
Leverett, MA

413-548-9869